State of Hawaii
Department of Human Services
Social Services Division

Addendum No. 2

May 7, 2015

to

Request for Proposals (RFP)

SSD-15-POS-1050

ON-CALL SHELTER SERVICES

STATEWIDE

RFP Posting Date: April 14, 2015

PLEASE NOTE:
RFP Proposal Submission Deadline has been changed from May 13, 2015 to
May 14, 2015, 4:30 p.m.
Hawaii Standard Time

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REQUEST FOR PROPOSALS (RFP)

SSD-15-POS-1050

ON-CALL SHELTER SERVICES

The Department of Human Services, Social Services Division, Child Welfare Services Branch is issuing this Addendum to add additional information and correct/revise the RFP as detailed below.

<u>If you have any questions please contact:</u>
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RFP Written Questions and Responses

1. **Proposal Submission Information Sheet** (Page 2-3)

<u>Question</u>: The RFP has to be received by the DHS on May 13, 2015, 4:30 p.m. It can no longer be postmarked on May 13, 2015, 4:30 p.m. This includes the electronic copies as well as the printed copies?

<u>Response</u>: Yes, both the printed copies and the electronic copies of the proposal must be received by **May 14, 2015, 4:30 p.m. (please note the change in proposal submission deadline)**.

2. <u>Question</u>: Is the required Microsoft Word document copy of the RFP able to be a little different from the PDF and physical copies by consisting of :

a. An RFP portion that is done in Word.
b. An attached PDF of the remaining proposal that was not done in Word.

<u>Response</u>: The Applicant must submit the complete proposal in PDF. The Applicant must also submit either the complete proposal in Word/Excel format (as applicable) **or** all of the following parts of the proposal in Word/Excel format (as applicable): Narrative, Performance Measurement Forms, Work Plan,

Organization and Program Charts, Job Descriptions (no resumes), and Budget forms.

3. **2.4, B., 8. Output and performance and outcome measurements** (Pages 2-13 – 2-14) and **Performance Measurement Forms A, B, and C** (Pages 2-19 – 2-21)

Question: In the forms there are columns for FY15 and 16 - since we are writing for FY16 I assume that's the only column we fill in?

Response: The columns were mislabeled. The contract begins FY 2016. It is only necessary to fill in numbers for the FY 2016 columns.

4. **2.5 Compensation and method of payment** (Page 2-17)

Question: Discussing the proposed request for receipts for base payments with our Controller resulted in a calculation that 5 times more work would be required - that a copy of every invoice not directly charged to any other contract would be required, since we utilize cost principles that allocate costs across all contracts. Do we now need to segregate costs between the base payment and the contracted fees to be able to provide the receipts for the base payments if your agency has multiple contracts?

Response: Agencies will need to report on expenditures for the base payments. If agencies have multiple contracts then the proposal should describe in detail how the agency arrived at the costs that they will charge to the On-Call Shelter contract.

5. Question: What is the purpose of this request (see Question #4)? What is DHS going to do with the information, not to mention the paper? Who's going to do the work?

Response: The purpose of this request is to ensure that the base payment, which is being issued up front (e.g. before services are provided to clients), is being used for the purpose for which it is intended. The DHS can, and does, ask other contractors for monthly expenditure reports and has completed, and will continue to complete, audits on contracted services for the DHS. When completing an expenditure report, agencies need to ensure that they maintain records to support costs charged to the contract.

6. Question: This [providing receipts and submitting monthly expenditure reports] is an additional cost to the contract. Since ESH as we know it is not going to go too much farther into the future, why now? As a Child Placing Organization, the organization shall keep correspondence, records, a bookkeeping system, and files current and in good order and shall have a sound plan of financing which gives assurance of sufficient funds to enable the organization to carry out its defined purposes and to provide proper care to children.

Response: The DHS does not think that the requested expenditure reports will materially increase the contract costs. However, any additional costs may be included in the proposed budgets and reports. Applicants may display these costs in a separate line item, if desired.

7. Question: DHS successfully advocated for increasing room and board rates for its resource families on a sliding scale proportional to the age and development of those in care. So there was clearly a compelling need from the DHS point of view for a rate adjustment.

Question: As stated in the RFP, those placed are the most difficult to serve. The target group is primarily teens and the costs of maintaining their typical schedule, not to mention providing nutritious meals, has increased just like the cost to DHS resource families. Why the inequity?

Response:

The new foster care board rates are as follows:

a. For Children Ages 0-5 -- $576 per month
b. For Children Ages 6-11 -- $650 per month
c. For Children Ages 12-18 -- $676 per month

For the On-Call Shelter contract, $75 a day is paid for children placed in on-call resource homes which amounts to $2,250 a month – more than three times the highest increased monthly foster board rate. Also, this daily rate (the unit rate) is paid on top of the base payment in the contract. The daily rate for an on-call facility under this contract is $110 which amounts to $3,300 a month on top of the base payment. This monthly rate of $3,300 is almost five times more than the highest increased monthly foster board rate, without considering the base payment.

Also, as described on page 2-18, Section 2 of the RFP, there is additional money available when caring for children who require one-on-one supervision.

8. Question: Why is the unit rate for DHS emergency shelter contracts lower than another other state agency, including the Office of Youth Services [OYS] administered by DHS?

Response: CWS and OYS are both in the Department of Human Services but are in different Divisions. OYS does not provide a base payment and only pays $130 per day for the youth. Providers under these CWS contracts are receiving a much higher rate overall. If CWS increased the daily fee for youth then it would be unable to provide the base payment.

9. **3.3, A., 2. Staff Qualifications** (P. 3-3)

Question: Would you prefer us to label shelter administration positions as "Management" instead of "Administration"?

Response: The Applicant may title positions as management, administration, or any other applicable word/s.

10. **3.4 Service Delivery** (Page 3-4)

Question: Can the Work Plan be presented in narrative form instead of the table form that it is on?

Response: Yes, however, all of the necessary information detailed in the Work Plan must be included in the narrative as stated in the last paragraph of the Work Plan Instructions.

11. **3.5, A., 4. Pricing Structure: Proposed Budget** (Page 3-7)

Question: What SPO form do you want our Administrative Costs to be on?

Response: The Applicant should use the SPO-H 205 and SPO-H-206A through J forms found on the SPO website, as applicable.

12. Question: What exactly are the items considered as Administrative Costs? Is it the salary of the shelter administration? Are these salaries a part of Program expenses and not Administrative expenses?

Response: Administrative costs are expenses incurred in operating an agency and related to the agency as a whole rather than individual programs or departments. These costs are not costs related to direct service provision. Some examples of these costs are costs of staff that perform and supervise administrative functions (e.g. salaries, wages, personnel taxes, assessments, and fringe benefits); accounting and budget activities; payroll; audit; costs of supplies and equipment used for administrative functions or activities, etc. For more detailed information the Applicant may contact the State Procurement Office.

13. **Section 5, Attachment B. Proposal Application Checklist** (Page 5-4)

Question: Does the Proposal Application Checklist have to be in the order shown?

Response: No. The Proposal Application Checklist is a tool used so that both the Applicant and the DHS know what proposal documents the Applicant has submitted because they are checked off on the form and the form is signed and dated. When creating the proposal the order that the documents appear in the proposal is less important than that the required documents are included in the proposal.

14. Question: On the Proposal Application Checklist it asks for the Cost Proposal (Budget) AND SPO-H-205. Isn't this the same thing?

Response: Yes, it is.

15. Section 5, Attachments (Pages 5-1 – 5-54)

Question: Please confirm that the attached forms in Section 5 of this RFP were for our review only and did not need to be attached or explained in the body of our proposal.

Response: The documents from Section 5 that need to be included in the proposal are the Proposal Application Identification Form, Proposal Application Checklist, Special Conditions, and Administrative Assurances. All of these forms need to be completed and signed.

16. (No citation)

Question: Do you need copies of our current CCI and CPO licenses and Insurance Certificates?

Response: Yes, the Applicant should include copies of current CCI and CPO licenses and Insurance Certificates in their proposal.

RFP Corrections, Revisions, and Comments

1. 2.4, B., 7., a. Reporting requirements for program and fiscal data (P. 2-13)

The existing 2) became 3).

A new 2) was added as follows:

The Provider shall complete the quarterly Limited English Proficiency (LEP) Report in the format provided by the DHS. The Provider shall report the number of survivors and children who were offered and who received language access services, the type of language access service provided, the type of service provider used, and the expenditures spent on language access services during the reporting period.

A third sentence was added to 3) as follows:

The LEP Report shall be submitted to the DHS via email by the last day of the month following the reporting period.

2. 2.4, B., 8. Output and performance and outcome measurements

The Performance Measurement Forms A, B, and C (Pages 2-19 – 2-21), referred to in this paragraph and posted as an attachment to Addendum #1, have been added as a separate attachment to this Addendum #2 so that the Applicant may complete them more easily.

3. 3.4 Service Delivery (Page 3-4)

The Work Plan (Pages 5-55 – 5-59), referred to in this paragraph and posted as an attachment to Addendum #1, has been added as a separate attachment to this Addendum #2 so that the Applicant may complete it more easily.